

Promotor (a) or Community Health Worker (CHW)
Advisory Committee Meeting Minutes

Friday, July 28, 2017

10:00 a.m. – 12:30 p.m.

Department of State Health Services - DSHS Central Office
1100 West 49th Street Austin, TX 78756

Conference Room M-418

Agenda Item 1: Welcome & Introductions

Ms. Beatrice Smith welcomed participants, provided brief logistical announcements, and gave a brief introduction before turning the meeting over to Mr. Bobby Hansford, Assistant Presiding Officer.

Mr. Bobby Hansford greeted all attendees and called the Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee meeting to order. Mr. Hansford welcomed participants and called roll of committee members present. Table 1 notes committee member attendance.

Table 1: Promotor (a) or Community Health Worker (CHW) Committee member attendance at the Friday, July 28, 2017 meeting.

MEMBER NAME	YES	NO	P	MEMBER NAME	YES	NO	P
S. Kim Bush			X	Bobby D. Hansford			X
Claudia Bustos		X		Oscar J. Muñoz			X
Mérida Escobar		X		Julie St. John			X
Rosalía Guerrero			X	Tasha Whitaker			X
Jeri Hallberg Harmon			X				

Yes: Indicates attended the meeting

No: Indicates did not attend the meeting

P: Indicates participated by phone

DSHS Staff present: Caly Fernández, Adriana Flores, Monica Maldonado, Beatrice Smith, Audrey Young, Jeremy Triplett, and Rachel Jew

Stakeholders present: A total of one (1) stakeholders joined the meeting in person, and 73 joined the meeting via webinar/phone.

Agenda Item 2: Approval of minutes (May 19, 2017) | Presenter Bobby Hansford, Assistant Presiding Officer

Discussion: The committee reviewed the minutes from the May 19, 2017 Promotor (a)/CHW Advisory Committee meeting.

Motion: Ms. Julie St. John moved to approve the minutes and Ms. Rosalia Guerrero seconded the motion. With no nays and no abstentions, the motion was approved with a unanimous vote.

Agenda Item 3: Public Comment | **Presenter Bobby Hansford, Assistant Presiding Officer**
There was no public comment offered.

Agenda Item 4: CHW Spotlight: Asian American Resource Center (AARC) Nonprofit - CHW Health Navigator (CHN) Program | Presenter Hailey Easley, CHW

Discussion: Ms. Hailey Easley, CHW with the Asian American Resource Center (AARC) Program spoke about the Asian community and their mission. In 2014, a health assessment and survey was done in Austin, Texas to address the quality of life of the Asian American community. AARC partnered with the University Of Texas School of Social Work and the Austin – Travis County Public Health Department to provide health navigation services to linguistically isolated Asian American immigrant groups with an initial focus on Burmese, Vietnamese and Korean with the goal of enhancing self-management through culturally and contextually relevant care.

Survey results from 2014 concluded the following: 29% of the Asian American community had difficulty communicating in medical settings, 50% were uninsured, 12% had unmet health needs, 19% reported being socially isolated and 18% reported satisfaction with city outreach efforts. Survey participants recommended culturally competent health education, accessible care, health care resources available in their language and appropriate Asian language outreach.

In July 2016, in response to the survey, the City of Austin supported and created a six (6) month pilot program and hired three (3) part-time navigators and one (1) part-time program manager. The pilot program offered case management services, community education and outreach, and health fairs with accessible languages available. Due to the success of the pilot program, the City of Austin extended the program from January to September of 2017. The pilot continued community partnership development and CHW certification for the AARC health navigators.

The AARC's current focus is to help clients find and attain healthcare coverage and services through the different programs available in Travis County in the service safety net. Ms. Mikyung Yang is the Korean Community Health Navigator, Ms. Pawkhu Way Hser is the CHW Burmese Community Health navigator and Ms. Kieu Pham is the Vietnamese Community Health Navigator. Kieu Pham had a deep connection with the community long before this organization was established. The Community Health Navigators received training from the Multicultural Refugee Coalition Interpreter Training Program and completed the State Certified CHW training by the Latino HealthCare Forum in Austin.

The navigators received many hours of trainings to assist clients and immigrants on how to receive assistance with language skills, healthcare, food, shelter, development with the community, mental health issues etc. AARC provides case management services, interpretation and translation services for appointments, letters, bills, phone calls, referrals to relevant services, assistance with healthcare coverage eligibility and applications. AARC also provides health education on relevant health issues, community outreach to create awareness about and understanding of existing services and advocacy on individual and institutional issues. To date AARC has engaged 566 individuals in outreach events,

26 social service partners and served 92 clients. Fifty percent (50%) of clients needed help with health care coverage, 30% needed assistance with health services, 14% needed help with food security and 6% needed assistance with housing and utility bills.

The AARC future program initiatives include expanded programming in preventative care support and partnerships with Central Health, CommUnity Care Collaborative and other health care partners including: Travis County Integral Care, Volunteer Health Care Clinic, Lone Star Circle of Care and Project Access. For any questions, please contact Hailey Easley at hailey@aarctexas.org

Agenda Item 5: Re-Imagining Health Care with CHWs | Presenter Melissa Gomez, Karla Alvarado and Ashley Rodriguez, Baylor Scott & White Health and Wellness Center (BSWH).

Discussion: As of 2017 BSWH has 100 CHWs on staff. BSWH has implemented a CHW Development Council. Currently BSHW has CHW-1, CHW-2 and CHW Manager position classifications. BSWH offers career development, training and education, best practices, program development and mentorship to CHWs. The BSHW vision is to utilize CHWs in new ways to help CHWs grow personally and professionally. The BSWH center provides programs and services that include:

- Primary Care Connection (ED): CHWs under the supervision of a social worker, identify patients who utilize the emergency department and need a medical home.
- Community Care Navigators (In-Pt): CHWs assist referral patients who are unfunded in providing care and managing their long-term conditions and minor illnesses.
- Elder House Calls: CHWs provide primary care services in home-based settings for vulnerable Delivery System Reform Incentive Payment Program (DSRIP) patients who have Medicaid or who are unfunded to help maintain continuity of care and manage their long-term conditions and minor illnesses.

The BSWH Innovative Care Team Model is a multidisciplinary team composed of 18 CHWs, four (4) Social Workers, three (3) Chaplains, and five (5) Pharmacists. The highest risk patients are divided up to the CHWs at the clinics served. CHWs provide chronic disease education, depression screenings, and serve as a community liaison by connecting the patient with needed social services. This model helped close the gaps in care and improved scheduling of annual wellness visits.

The BSWH Health and Wellness Center is a DSHS approved training center providing certification courses and continuing education for CHWs and instructors both in a face-to-face and in a hybrid format (online and in-person). As a training center, BSWH, encourages networking with guest speakers, employment opportunities and resource sharing.

The BSWH and Wellness Center along with faith-based partnerships and community partnerships have decreased inpatient hospital admissions by 37% and emergency room visits by 17%. BSW Health and Wellness Center also participates in the Healthy Cities Initiative a free 10 week program for adults with chronic conditions to help improve health. Classes are available in English and Spanish.

The Community Care Navigation Program utilizes CHWs to bridge the transition for high-risk patients from hospitals to medical homes.

BSWH - CHW Program lessons learned:

- Unique CHW/Patient relationship is the cornerstone of the intervention
- CHW competency is a must, continuing education
- Socialization, integration, education into existing care teams is essential

BSWH-CHW Upcoming Plans: BSWH-CHW is currently working on a National CHW Institute Model with a focus on community outreach integration, patient/operations program, career development and innovation and dissemination. This will help drive the data outcomes and ultimately develop the sustainability of BSWH's CHWs. BSHW- CHW Institute would like to serve as a national leader for CHWs in healthcare.

Ms. Rosalia Guerrero asked a question about funding for CHWs. UTSPH is currently using district funding in Houston. The CHW Advisory Committee is reaching out and having conversations about funding with other organizations and asked BSWH if they are currently billing anyone, or BSWH is billing internally or externally for CHW activities. Ms. Ashley Rodriguez responded that BSWH is not currently billing for CHW activities.

Contact Melissa.Gomez@BSWHealth.org for CHW Trainings, Karla.Alvarado@BSWHealth.org for CHWs in Clinic Settings and Ashley.Rodriguez2@BSWHealth.org for CHW Institute/Consultancy.

Agenda Item 6: Trauma and Injury Prevention: Reality Education for Drivers (RED) | Presenter Tasha Whitaker, CHW, Advisory Committee Member

Discussion: Ms. Whitaker is the Program Coordinator for Reality Education for Drivers (RED), which is part of the trauma and injury prevention department of Baylor Scott & White Hillcrest in Waco. The RED Program goal is that no young driver or passenger in Texas is admitted to a hospital trauma or emergency room as a result of a motor vehicle crash. The RED program provides prevention information and education about safe and sober driving to adolescents and their parents. The target population is young drivers between the ages of 14-25. The students selected for these classes have exhibited some type of risky behavior, driving under the influence, and/or drug use and are referred from the local court system, general public and special groups within the hospital network.

In 2012, the RED Program received statewide funding from Texas Department of Transportation for program implementation and training across the state. The RED program is hospital-based. The Path of Injury course is led by a registered nurse. The RED components include school presentations, interactive and guided driver safety activities, event booths and safety fairs. The main focus is driving secure, sober driving and no texting while driving. All classes are free and community service hours are provided for those who need it.

Statistics show that in 2016 there were 40,000 motor vehicle deaths in the U.S. as a whole. 3,722 deaths were in Texas. In 2017, there have been 1,821 deaths in Texas so far. The state of Texas is number one in vehicular deaths.

Ms. Smith thanked Ms. Whitaker for her presentation and commented that teenagers and young adults are more at risk to be involved in motor vehicle accidents.

For additional questions or to request a presentation for a community event please contact Ms. Tasha Whitaker at: Tasha.Whitaker1@BSWHealth.org

Agenda Item 7: Advisory Committee Sub-committee Updates | Presenters Sub-committee chairs

Training and Certification Sub-Committee – Chair: Rosalia Guerrero

Discussion: In 2017, the subcommittee had several meetings to discuss instructor continuing education and discontinuing the CHW certification evaluation survey. The survey is sent out to CHWs pending renewal within a year with the goal of improving re-certification rates. Another focus of the sub-committee is to review the survey questions and possibly add additional questions. The sub-committee will also look at definitions of CHW. The sub-committee members decided to coordinate work with the Program Rules sub-committee to brainstorm any recommendations on the the CHW Program Training and Certification rules. The sub-committee also discussed the C3 project and what is happening nationally.

Workforce Solutions and Employment Opportunities Sub-committee – Chair: Claudia Bustos – Rosalia Guerrero reporting on her behalf

Discussion: The sub-committee's primary goal is to find sustainable financing/reimbursement for CHW programs. One of the products created by the sub-committee is a one-pager including funding and employment recommendations for CHWs in Texas. The sub-committee has been working with DSHS Legal Counsel to address the next steps.

Communication and Outreach Sub-Committee – Chair: Bobby Hansford

Discussion: At the July 10, 2017 meeting, the sub-committee discussed the creation of an in memoriam to honor promotores and CHWs who have passed away. Mr. Hansford announced that he will be taking on this project with the creation of a newsletter that would be uploaded quarterly to the DSHS-CHW website. Mr. Hansford provided his email contact information to send notifications to: Bobby.Hansford@harrishealth.org. The newsletter will be forwarded to Ms. Adriana Flores, CHW Program Coordinator, to review and post on the DSHS-CHW website. Discussion also centered around an official photo of the CHW Advisory Committee members, to be possibly taken at the upcoming CHW Advisory Committee face to face meeting on September 29, 2017. The group also reviewed and discussed promotion of upcoming conferences: the Unity Conference in Dallas on August 6 through August 9, 2017 and the South Texas Promotor(a) Association, Inc. – Get it Done conference on October 1 and 2, 2017.

Promotora/Community Health Worker Training and Certification Program Rules Sub-Committee – Chair: Merida Escobar – Adriana Flores reporting on her behalf

Discussion: The sub-committee met on July 10 and 17, 2017 to discuss the overview of the rules revision process. The sub-committee will compile a list of rule revisions to present to the full

committee who will vote on whether or not to pass these revisions as recommendations to the CHW Training and Certification Program. The CHW Program will determine the language and whether or not the changes are applicable. The revisions will be posted for public comment and sent for DSHS approval. The next meeting will be on August 14, 2017. Any member of the public who wishes to participate and be added to this sub-committee can send an email to CHW@dshs.texas.gov

Agenda Item 8: Break

Break not taken in the interest of time.

Agenda Item 9: Committee Business | Presenter Bobby Hansford, Assistant Presiding Officer

***Action Item: Review and recommend to DSHS applications for certification of training institutions: DSHS Office of Border Services – CHW and Instructor Continuing Education.**

Discussion: A training program application for initial certification has been received from DSHS Office of Border Services to provide continuing education for CHWs and instructors. Ms. Beatrice Smith announced that the training program application meets DSHS requirements for approval.

Dr. R.J. Dutton, Director of the DSHS Office of Border Services provided an update regarding a partnership between the Office of Border Services and Title V to provide Zika prevention information along the U.S.-Mexico border through networks of Promotores/Community Health Workers.

Motion: Mr. Oscar Muñoz moved to recommend to DSHS that DSHS Office of Border Services be approved as a training program to provide continuing education for CHWs and instructors. Kim Bush seconded the motion. The motion was approved with a unanimous vote.

****Action Item: Approve the funding and employment recommendations for the CHWs included in the Medicaid summary developed by the CHW Advisory Committee with recommendations one (1) through seven (7) listed below.**

1. Amend the Texas Medicaid State Plan to finance the CHW workforce.
2. Implement and integrate the CHW workforce in current Texas Medicaid merit-based incentive-based programs similar to the https://www.health.ny.gov/health_care/medicaid/redesign/dsrip/ quality-based merit incentive payments (MIPs).
3. Convene multi-sector coalitions (e.g., government, community-based organizations, contracted agencies, and healthcare, etc.).
4. Support internal policy and program development with intra-governmental partners (e.g. Medicaid officials).
5. Provide direct funding for CHW programs through state and territorial health agencies.
6. Conduct research on policy and practice models from other states.
7. Implement additional financing options available under Medicaid for Federally Qualified Health Centers (FQHCs).

Discussion: Ms. Rosalia Guerrero made a motion that the recommendations developed by the CHW Advisory Committee be approved and Ms. Tasha Whitaker seconded the motion. The motion was approved with a unanimous vote.

*****Action Item: Approve sending the just approved recommendations for funding and employment in Medicaid to the DSHS Commissioner, Dr. John Hellerstedt to take action on the recommendations.**

Discussion: Ms. Kim Bush made a motion that the funding and employment recommendations for CHWs included in Medicaid summary developed by the CHW Advisory Committee be sent to John Hellerstedt, MD Commissioner of DSHS. Ms. Guerrero seconded the motion. The motion was approved with a unanimous vote.

Ms. Beatrice Smith announced next steps for the CHW Advisory Committee:

- Write a letter addressed to Dr. Hellerstedt including the background of how the CHW Advisory Committee came up with the recommendations for funding and employment for CHWs and the rationale for these recommendations;
- Email the letter to Beatrice.Smith@dshs.texas.gov

The letter will be emailed to Ms. Beatrice Smith so that it can be reviewed by the the DSHS Division for Family and Community Health Services and forwarded to Dr. Hellerstedt.

******Action Item: Approve ending of the CHW Evaluation Survey on October 1, 2017**

Discussion: Ms. Rosalia Guerrero moved to approve ending the CHW Evaluation Survey starting October 1, 2017 so that the survey data can be analyzed. Ms. Whitaker seconded the motion and the motion was approved with a unanimous vote.

Agenda Item 10: CHW Program Update | Presenter Monica Maldonado

Discussion: Ms. Monica Maldonado, CHW Program staff, provided an update on the CHW Training and Certification Program data for the months of May and June 2017.

As of June 30, 2017:

- Certified CHWs – 4,114
- Certified CHW instructors - 279
- Certified CHW programs – 40

May and June 2017

- On-time CHW renewal rates : May 2017 - 55% and in June 2017 - 46%
- CHW and Instructor applications received: May 2017: 257 and June 2017: 236

January through June 2017

- Initial training courses
 - CHW training courses – 9
 - Instructor training courses – 3
- Continuing education courses
 - CHW CEU courses – 81
 - Instructor CEU courses – 10

Ms. Beatrice Smith, CHW Program Coordinator, provided an update on the CHW skills and competencies from the C3 project. Beatrice reported that the CHW Program staff completed a comparison with the Texas CHW competencies and C3 project competencies and skills and have revised the CHW application. The revised application will be forwarded to the Advisory Committee members and the CHW Training and Certification sub-committee to review and provide feedback on the revised competencies.

Agenda Item 11: Committee member sharing: *Please share services provided by CHWs as well as their experiences (positive/ negative) in assisting the immigrant community.* | **Presenters Advisory Committee Members**

Discussion: No discussion.

Agenda Item 12: New Business for consideration at next meeting

- Address the adoption of the APHA CHW section policy on any entity, membership where CHW Committees' leadership should be at least 50%; may be better discussion for a sub-committee
- Discuss the C3 recommendations and incorporate moving forward
- Provide transition overview for CHW Program moving to Health Promotion and Chronic Disease Prevention in the fall of 2017

Agenda Item 13: Adjournment - Mr. Hansford adjourned the meeting at 12:15 p.m.